



# ***Soldier and Family Readiness***

***“RHINOS”***

## ***Welcome Guide***



# ***Sacramento Army Recruiting Battalion***

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Welcome,

The Sacramento Recruiting Battalion Soldier and Family Readiness Group volunteers would like to extend a warm welcome to you and your family.

The battalion is comprised of 7 Company's; Sacramento Valley, Capitol, San Joaquin, East Bay, North Bay, South Bay, and Monterey Bay. Our Bn covers areas from North Eastern California and North Western Nevada, south to Modesto and West to the coast. We are a geographically challenged Bn with many wonderful programs to offer each and every family that comes to our Bn.

In each of the 7 company's in our Bn your will find an average of 8 stations, some small stations and some large stations. In an average large station you will find a station commander and about 4-6 other recruiters and one or more may be a reserve recruiter. In an average small station you will have what is called an On Production Station Commander and usually 1-2 more recruiters.

While your tour with recruiting will be demanding, it also has its rewards. I urge you to take the opportunity to get to know some of the families in our wonderful Bn and in your respective company's. If possible volunteer with your Family Readiness Group or AFTB program. An active FRG and AFTB can do many things to boost the morale and welfare of the soldiers and families in each company.

Enclosed in this booklet you will find many helpful hints and tips. Please feel free to send us any additional hints or tips that we may be able to include in the next printing of this handbook.

Again, the Sacramento Battalion welcomes you. We hope you have a rewarding experience as part of the "Rhino" family!

Sincerely,

Vicky L. Cameron-Barney

Battalion Soldier and Family Assistance Program Manager

# History of Army Recruiting

Recruiting for the U.S. Army began in 1776 with the raising and training of “continentals” to fight the Revolutionary War. USAREC traces its history back to 1822 when Major General Jacob J Brown, Commanding General of the Army, started the General Recruiting Service. The first recruiting stations, called “rendezvous,” were opened in New York, Baltimore, and Philadelphia.

Volunteerism has been the backbone of the Army during its history, with the draft having been in effect for only about 35 years, mainly during times of war and for a period of 20 years following the Korean Conflict. The last draftee entered the Army in December 1972. The only time conscription completely replaced volunteerism was during the later part of World War II.

Recruiting was reestablished in August 1945 under the direction of the Army Adjutant General's Office. In 1962, the recruiting function was transferred to the United States Continental Army Command.

The present Recruiting Command was formed on 1 October 1964 with headquarters at Hampton, Virginia. USAREC was given responsibility of both recruiting for Active Army and acting as the executive agency for the examining and entrance of volunteers of all services through a network of Military Entrance Processing stations (MEPS), formerly called Armed Forces Examining and Entrance Stations.

The USAREC headquarters was moved to Fort Sheridan, Illinois, during the summer months of 1973. This move was necessitated by the need for a more central geographical location and the expansion of the command's mission resulting from the implementation of the “All Volunteer” Army.

The examining and entrance function was transferred to the United States Military Entrance Processing Command (USMEPCOM), a joint Department of Defense (DOD) activity, on 1 July 1976. Since 1979 USAREC's mission has included recruiting for the United States Army Reserve.

The USAREC headquarters was moved to Fort Knox, Kentucky, during the summer months of 1992. This move was due to the closing of Fort Sheridan, Illinois.

Among the many persons who have served as recruiters was the late President and General of the Army, Dwight D. Eisenhower, who was assigned to the duty at Camp Logan, Colorado, during the years 1924-1925.

Today, the United States Army Recruiting Command is a big business, employing thousands of military and civilian personnel who are spread from the island of Guam in the Pacific, across the U.S. to Puerto Rico, the Virgin Islands and Europe.



## Our Mission Statement

The Sacramento Recruiting Battalion recruits, contracts, and accesses with integrity, qualified men and women in the United States Army and Army Reserve, while developing future leaders.

# Who is selected for Recruiting?

Who is chosen for the very important task of providing the strength of the Army? The answer to this question is **you**- the noncommissioned officer (NCO.) You have been actively involved in the training of young soldiers. Before you can effectively sell the Army to someone else, you must have true love, dedication, and commitment for the Army. That is why you have been selected to become a detailed recruiter. You will be detailed to recruiting duty for 3 years, which means that you will retain your primary military occupational specialty (PMOS) but will be actually working as a recruiter.

## Recruiting –The Challenge

### The USAREC Challenge:

The mission of USAREC is to “Provide the Strength.” This means recruiting individuals in the necessary numbers and quality for the skills to keep the Army combat-ready. There are several factors, which add to the difficulty of this mission. First of all, not everybody wants to join the Army. Second, not everybody meets the physical and mental standards needed in the Army. Third, the Army must compete against the other Armed Services in competing for the same market. Finally, the interests of individuals need to be matched with the skills and specialties needed in the Army. As you can see, recruiting involves a lot more than just putting in “numbers.”

### The Individual Challenge:

As a recruiter, you must sell the Army on a person –to- person level. To be successful, you must contact prospective enlistees and sell the Army. In many cases, an individual will have reasons for not wanting to enlist. You will need to use selling techniques along with your knowledge of Army enlistment programs to persuade the individual that the Army can meet their personal needs. It may also be necessary for you to persuade the individual that the Army can meet their needs better than any of the other Armed Services. Then, you must match that individual’s interests with career management fields needed by the Army. Finally, you have to promote the Army with enthusiasm and recruit with integrity.

### Recruiting-To Succeed or not Succeed:

One of the biggest questions that will be on the mind of a soldier who has just been notified that he or she has been selected for recruiting duty is, “Can I make it on recruiting duty?” Soldiers’ anxieties are sometimes compounded by stories about disastrous things happening to recruiters who failed to meet their mission.

It will be primarily up to you as to whether or not you will be successful. Since the success of USAREC depends upon your success, you will be provided with necessary training and assistance to be a good recruiter. It will up to you to use the resources available to help you become successful.

## The New Recruiter Program

“The New Recruiter Program” helps recruiters apply newly learned skills in the location where they will recruit. During this period, you will be working with experienced recruiters- your Station Commander, your 1SG along with The Master and Senior Trainers from your Bn. Who are experts in hands-on training and have the experience to help you. If you work hard and apply the knowledge you have been provided, before you know it, you will be an “ACE” Recruiter and will be instructing new recruiters coming into your station.

# **Recruiting- making Mission**

## **How the mission is established:**

The process starts with Congress, which dictates how large the Army can be. The Department of the Army (DA) then determines how many enlistments (by category) are needed to keep the Army at the strength prescribed by Congress (based upon the projected strength of the Army, taking in to account projected losses). This mission is then given to USAREC where it is broken down among each Recruiting Brigade then each Battalion, then each Company, and finally, to each station.

## **What happens if my R/S doesn't succeed?**

Whenever the mission isn't accomplished at any level from HQ USAREC down to the individual R/S, it is very important to determine what needs to be done to get back on track. If your R/S doesn't make mission in a particular category, then personnel need to look at what they can do to improve their recruiting efforts in that category.

If R/S uses the tools available to help them recruit, plan their recruiting activities, and work hard, they should be able to make mission 99% of the time. If they don't follow the rules for being a successful R/S, they can expect a trend of failure in making mission, and that's when they invite problems. Making mission in USAREC is hard work, but is not impossible.

## **Why not be the Best?**

If you work hard and become a successful recruiter, you will be recognized and rewarded. As a successful recruiter, you can look forward to awards, various forms of special recognition, and good assignments, promotions, and advanced schooling. So why not be the best?

## **A Career in Recruiting:**

For many soldiers, initial assignment as a recruiter is just the beginning of a career in selling the Army; selling the Army to people to enlist, or selling the Army to people to stay in the Army. If you elect to remain in USAREC, you can progress to positions of increasing responsibility. If you elect to depart USAREC, you will return to duty in your primary MOS.

## **Recruiting – Recognition and Rewards**

Through out the Army, soldiers who do a good job are recognized and rewarded. This is especially important in USAREC where the work is demanding and the hours for the most part are long. Occasionally, you may feel that your hard work is not noticed, but that is not the case. In addition to all of the forms of recognizing and rewarding the good soldier that are used throughout the Army, USAREC has a special incentive awards program.

In addition to standard Army forms of recognition, USAREC uses Recruiting Incentive Program to recognize successful recruiters. The program involves a point system based upon overall mission achievement and achievement in specific mission box categories. Recruiters must earn the awards in a specified sequence. Here is a list of the various Recruiting Incentive Awards in the order of sequence in which earned.( Each award also includes a certificate that is placed in your personnel records.)

## Recognition and Rewards Cont.

### Silver Recruiter Badge

- 1<sup>st</sup> Gold Star
- 2<sup>nd</sup> Gold Star
- 3<sup>rd</sup> Gold Star

### Gold Recruiting Badge

- 1<sup>st</sup> Sapphire Star
- 2<sup>nd</sup> Sapphire Star
- 3<sup>rd</sup> Sapphire Star

### Recruiter Ring

### Glenn E Morrell Award (Medallion)

## Other aspects of The Recruiting Incentive Awards Program

In addition to the above awards, there are other aspects to the Recruiting Incentive Awards Program. For example, The Secretary of the Army recognizes the Top Regular Army and Army Reserve Recruiters (selected from USAREC's annual award board). Local commanders also have their own programs of rewards and recognition to supplement the USAREC program. Outstanding recruiters are also recognized in various command publications at all levels throughout USAREC.

Every year Sacramento Battalion comes together as a whole to present our year end awards in many categories to the outstanding recruiters who strive to make mission. This is called The Annual Training Conference (ATC). The ATC is a formal event where most of us go TDY with our soldiers. While the soldiers are in training, the spouses are offered a variety of classes and activities. Usually this is all followed by the Awards Banquet. Here we attend a nice formal dinner and then the Awards are handed out. This is a very special occasion and the spouses are urged to attend.

## Meritorious Promotion:

Headquarters, Department of the Army has authorized USAREC to request meritorious promotions for deserving recruiters. Detailed recruiters (Regular Army) in the rank of Sergeant who have earned the Recruiter Ring may be recommended for promotion to Staff Sergeant. Also, the Department of the Army has allocated to USAREC 10 meritorious promotion allocations per fiscal year for career recruiters (79R) who may be promoted to the rank of Sergeant First Class. These soldiers are selected through a combination of Brigade commander selection and a HQ USAREC selection board



## Recruiting – A day on the job:

The purpose of this scenario is to give you (the recruiter and the spouse) an example of various activities that may be encountered during a day on the job. Some of the activities (such as telephone calls) may occur daily and other activities particularly those listed for the early morning or evening may occur less frequently. To reach “your market” some evening or weekend work may be necessary. However if you plan your recruiting activities wisely, the number of extra hours should be kept to a minimum.

SGT. Human's day started when he rolled out of bed at 4:00 a.m., he went to pick up an applicant to take her to the MEPS for testing. When he got to the applicant's house, he found out that she had decided not to continue with the processing.

SGT Human went home and called his S/C informed him that the applicant would not be testing. He then went back to bed for a couple of hours of sleep, and then went to the R/S at about 8:00 a.m.

The first thing that SGT Human did was to review his planning guide. He needed to make up for the applicant who had decided earlier not to undergo processing, SGT Human decided that he needed to make 10 contacts per day, and that he should strive for 2 appointments per day. SGT Human then worked on updating his lead refinement list and determined whom he needed to call.

At 10:00 a.m., SGT Human went to one of the community high schools to give a presentation on the Army to the senior class. After the presentation, SGT Human talked with the school principal about school activities in which he could promote the Army. SGT Human had lunch with several seniors who had previously enlisted in the DEP.

At 1:00 p.m., SGT Human met with several business leaders in the community to discuss upcoming community events, where he could represent the Army.

At 2:00 p.m. SGT Human had an appointment with a prospect and persuaded her to start processing. SGT Human started the necessary paperwork.

At 3:00 p.m., SGT Human made his telephone calls for the day. He made 25 calls, contacted 12 and got 3 individuals to agree to appointments.

At 7:00 p.m., SGT Human had an appointment in a home with a prospect and his parents. The prospect told SGT Human that he wasn't ready to start processing, but that he would get back with SGT Human after he had thought about it for a few days.

At 8:00 p.m., SGT Human checked out with his S/C and went home to spend some quality time with his family. His day finally ended when he got into bed at 10:00 p.m.





# **Your Chain of Command:**

## **Recruiting Chain of Command:**

While assigned to USAREC, your chain of command will be an important source of information and assistance to you and your family. Since you may be living and working in the civilian community, and possibly remote from any military installation, the role of your chain of command in providing you with information and assistance is especially important. While the USAREC chain of command is similar to the chain of command in a division, it is somewhat different from any other Army organization. So know and use your chain of command—it is there to support you.

## **The Recruiter:**

The recruiter is the basic element of the USAREC organization. The recruiter is to USAREC what the infantryman is to the infantry division. Without the recruiter, USAREC could not accomplish its important mission of providing the strength for the Army.

## **The Station Commander:**

The first person in your chain of command will normally be the Recruiting Station Commander. The R/S commander is the (79R) Cadre recruiter in charge of the R/S. the R/S usually consists of 2 – 5 recruiters. As a new recruiter, you will be assigned to a multi-person R/S where an experienced recruiter will help you “learn the ropes.” “The R/S commander will usually be in the grade of Sergeant First Class or a senior Staff Sergeant.

## **Recruiting Company Leadership Team:**

Several R/S are organized in a recruiting company, (Rctg Co.) under the supervision of the Rctg Co. commander. The Rctg Co. Commander is normally a captain. The Rctg Co. commander is assisted by the recruiting First Sergeant (1SG)

## **Recruiting Battalion Leadership Team:**

Several Rctg Co.'s (usually 4-6) are organized under a recruiting battalion (Rctg Bn). There are 41 Rctg Bn's throughout USAREC. The Rctg Bn is commanded by a Lieutenant Colonel. A staff to assist with the recruiting effort supports the Rctg Bn commander. Some of the staff at a Rctg Bn headquarters include, among others, the executive officer, adjutant, operations officer, supply sergeant, and personnel services noncommissioned officer (PSNCO).

Additionally, the Rctg Bn Sergeant Major, the senior enlisted soldier in the Rctg Bn, advises the Rctg Bn commander on all enlisted matters. The Rctg Bn staff will be an important resource for providing you, through your chain of command, with expertise on personnel and pay matters, administrative and logistical support, and recruiting policies and procedures. When you inprocess at the Rctg Bn headquarters, you will meet various individuals on the Rctg Bn staff and will receive an orientation as to what they do to help you and your job.

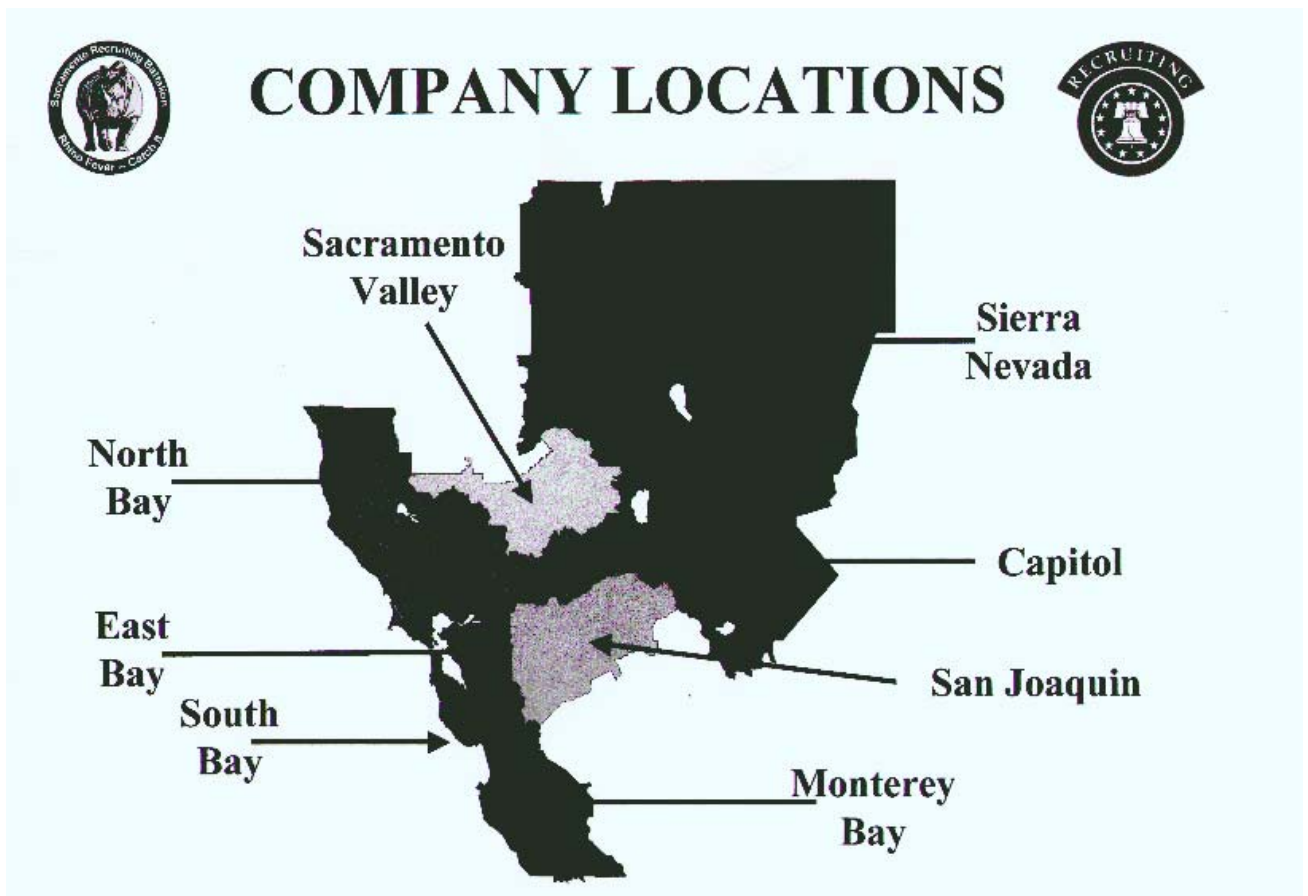
## **The Recruiting Brigade:**

Several Rctg Bn's (7-9) are organized under a recruiting brigade (Rctg Bde). The Rctg Bde is commanded by a Colonel. There are 5 Rctg Bde's in USAREC.

# TEAMWEST

\*\*\* U.S. Army 6th Recruiting Brigade \*\*\*

## *Sacramento Battalion*



## ***Sacramento Valley Company***

Sacramento Valley is a combination of rural agriculture and farm lands, with many wilderness areas to explore. The American and Sacramento rivers provide many natural wonders for boating, rafting, canoeing, and fishing. All of this while the Pacific coast and Redwoods are a mere 2 hour drive to the west, and the Sierra mountains to the northeast with equally great scenery, skiing, and of course Lake Tahoe.

Sacramento Valley Company is comprised of 6 Recruiting Stations located in the communities of Auburn, Fair Oaks, Grass Valley, North Highlands, Roseville, and Yuba City.

## ***Capitol Company***

Our state capitol, Sacramento is a combination of rural agriculture and farm lands and city life. Sacramento is a hub for shopping, entertainment, professional sports, universities and colleges, and tourist attractions. The American and Sacramento rivers bend through the city and its suburbs, creating a natural wonder for boating, rafting, canoeing, and fishing. All this, while the Pacific coast, Redwood Forests, and Napa wine country are only a short 2 hour drive away!

Capitol Company is comprised of 6 Recruiting Stations located in the communities of Rancho Cordova, Florin, Arden, Placerville, Elk Grove, Woodland, and Folsom.

## ***San Joaquin Company***

Located in the heart of the San Joaquin Valley, this California landscape is home to agriculture farmlands, dairy and meat farms, and wine making. Mainly a delta community, the land criss-crossed by 1,000 miles of navigable rivers, streams, sloughs and canals. The natural setting is a paradise for fishing, boating and water skiing. Stockton, also known as the “Gateway to the Delta”, is a large metropolitan city with entertainment, shopping, education, and business opportunities.

San Joaquin Company has 8 Recruiting stations, located in the communities of Modesto, Lodi, Manteca, Sonora, Turlock, Stockton, Ceres, and Tracy.

## ***East Bay Company***

The communities of Alameda, Antioch, Pleasant Hill, Hayward, Livermore, Richmond, Fremont, and Oakland make up the East Bay Company.

A combination of agriculture, city life, and bedroom communities gives this area a variety of lifestyles and opportunities for tourism, shopping, education, professional sports and business. Within an hour's drive you can visit the Mt. Diablo foothills, Pacific coastline, delta waters, Redwood Forests, Napa wine country, or San Francisco.

## ***North Bay Company***

The Communities of Ukiah, Santa Rosa, Petaluma, Novato, Napa, Vallejo, Fairfield, and Vacaville make up the North Bay Recruiting Company. This area is a combination of both Rural and Urban communities of several sizes, and has several different climates. The Ukiah, Santa Rosa, Petaluma and Novato communities experience a mild climate with warm summers. The Vallejo, Napa, Fairfield and Vacaville communities also experience a mild climate with warm winters and somewhat hot summers.

In the North Bay company area there is always an activity for the family to enjoy, whether it is a day at Marine World/Six Flags, Canoeing the Russian River, or Wine Tasting in Napa. With the Pacific Coast being a short drive one can enjoy a day at the beach, hiking in the Redwoods, or a historical tour of the Presidio of San Francisco. North Bay Recruiters and families also have the luxury of having a major Military installation in their company area, with Travis AFB being located between Fairfield and Vacaville.

## ***South Bay Company***

The San Francisco Bay area and the Silicon Valley high-tech computer industry dominate the lifestyles of the many individuals of tremendous ethnic diversity who live here. This is a company surrounded by large cities, concert halls, sporting arenas, shopping malls, state universities, and businesses. Commuting in your car during peak hours can be challenging. To help you get around, the community provides excellent train, light rail, and bus services. You are minutes from the coast, an hour drive to ranches and wine tasting, and a four hour drive to the scenic Sierra Nevada mountains.

South Bay Company is comprised of 6 recruiting stations located in the communities of Daily City, Belmont, Santa Clara, Golden Gate, Sunnyvale and Ocean.

## ***Monterey Bay Company***

The dry, warm, coastal communities of Gilroy, San Jose, Almaden, Capitola, Salinas, and Fremont are the heart of this company.

Mostly rural and agriculture, this part of California is famous for being the "Artichoke and Garlic capitol of the world." The Big Sur coastline and famous Monterey peninsula lie on one side, and the big city life with sporting arenas, shopping malls, universities and concert halls of San Jose on the other.

# QUALITY OF LIFE

## Stress Management

We all have a choice, either we manage stress or it will manage us. Recruiters and their families experience stress related to long hours, sustained mission accomplishment, and coping with family problems.

The following signs are some of the normal reactions to stress: Aggression, anxiety, apathy, depression, diarrhea, dry mouth, fatigue, forgetfulness, frustration, guilt, hot and cold spells, inability to concentrate, numbness/tingling, irritability, loneliness, low self esteem, moodiness, nausea, nervousness, nightmares, pounding heart, rationalization, and sweating. They are to be expected. When soldiers or family members begin to feel one or more of these signs, stress coping techniques should be used to decrease the intensity of the signs. The signs of stress that are recognized in you may also be seen in others.

Some negative signs of stress are as follows: Alcohol abuse, denial, drugs, emotional outbursts, excitability, impulsive behavior, inadequate eating or drinking, negativism, one track thinking, regressive reactions, restlessness, risk taking, and smoking.

## Coping with Stress:

In the recruiting environment where success is measured by how well you're "making mission," you may find yourself under more pressure than you were faced with in a typical military environment. To a large degree, your success as a recruiter will depend on how well you can cope with the day-to-day pressures of the recruiting environment. Fortunately, most soldiers assigned to USAREC can successfully cope with these pressures. You can be successful too! To be successful, you must have a positive attitude and want to succeed.

- Think Positively, Think positively and look for ways to be successful. If you worry all the time about failing and all the bad things that can happen to you, you are inviting failure.
- Look for Causes, Who or what is giving rise to the stress in our lives? It may be that we should confront that person or issue and deal with it directly.
- Examine our Relationships, Friends and their special relationship have long been recognized for their importance in maintaining life stability.
- Communicate, When you have a problem, no matter how small or big, get the problem out in the open and do something about it.
- Seek advice, Each of us should learn who our Teams of experts are. Whom can we rely on to help us? Learn to seek professional help if needed.
- Do something for others, Often times, reaching out to help others helps us remove our focus from ourselves to alleviate stress.
- Learn to pace yourself, We can not operate in high gear all the time. Learn when to slow down and take a break.
- Diversion, A change of pace can be refreshing. Make it a habit to do things you enjoy, such as a hobby.
- Health, Attention should be given to maintaining a strong, healthy mental and physical fitness. Working out can also help alleviate some of your stress. Eat the correct foods and get plenty of sleep. It is impossible to remove stress from our lives completely. Studies show that small doses of stress actually help in some circumstances. What is important is to reduce the stress before unhealthy signs appear and learn to cope effectively.

## **You and Your Leave:**

### **Why leave is important:**

The mission of USAREC to “provide the strength” often results in more pressures than in the typical military environment. Consequently, you need to use your leave. On the other hand, our mission must always be accomplished. The USAREC leave program ensures that each soldier has an opportunity to take leave while at the same time ensuring that the mission can be accomplished.

The Rctg Bn commander is the approval authority for leave and considers the recommendations of the Rctg Co. commanders. Keep in mind that it may not be possible for everybody to take leave at the same time, especially during peak recruiting periods such as early summer, right after high school graduations. Leave must be planned throughout the entire year. Also, keep in mind that extended leave (over 2 weeks) must be planned for well in advance. You should consider taking more frequent short leaves (less than 2 weeks). This will give you an opportunity to get away from work more often.

## **Financial Support:**

### **Temporary Duty**

You may be required to go on Temporary Duty (TDY). Here are a few hints that may help you.

- Apply immediately for a Government sponsored charge card.
- Receipts are always needed for any expense of \$75.00 or more.
- As soon as you complete your TDY, submit a TDY settlement voucher to finance. Annotate any meals or lodging that was provided by the government. Also, ensure the service charge for your Bank of America advance is claimed. This is necessary regardless of whether or not you receive a TDY advance payment. Prior to submitting your TDY voucher to the finance office, it must be reviewed by your supervisor.
- Your PSNCO can provide further information or assistance regarding TDY.

## **Additional Compensation:**

While you are assigned to USAREC, you may be entitled to additional pay and allowances not usually given to soldiers and family members in a typical Army environment. Therefore, it is important that you understand what additional compensation is available, and some of the basic policies and procedures regarding each type of additional compensation.

### **Recruiter Expense Account**

This is designed to reimburse the recruiter for occasionally purchasing a lunch or snack for a prospective enlistee. The maximum REA payable in any one-month is \$75.00.

### **SDAP**

The final type of additional pay that may be new to the USAREC soldier and family is Special Duty Assignment Pay (SDAP). SDAP is provided to all soldiers performing recruiting duty. SDAP is effective immediately upon arrival and inprocessing at your new duty station.

# Health Care

## For the Soldier and the Family:

While you are assigned to USAREC, you may not be within commuting distance of the medical facilities normally found on a military installation. Consequently, it is very important that you be aware of the policies and procedures for obtaining health care in the civilian community and for reimbursement for health care received.

### Tricare Prime Remote for Soldier and Family

Tricare Prime Remote is a program that provides Active Duty Service Members and families (Army, Navy, Marine Corps, Air Force, Coast Guard and Active National Guard), in the United States with a Specialized version of Tricare Prime while they are assigned to duty stations in areas not served by the traditional military healthcare system. TRIWEST is the Tricare contractor, call 1-888-874-9378, or [www.triwest.com](http://www.triwest.com) for additional information.

#### Basic Benefits:

- You will select a network doctor, also known as a Primary Care Manager, who will provide preventive services, care for routine illnesses or injuries, and will manage your referrals to specialists or hospitals if needed.
- Preventative care, such as immunizations and screening tests, are covered benefits.
- NO out of pocket co-payments or deductibles.

#### Active Duty Service Member and Family Member Costs:

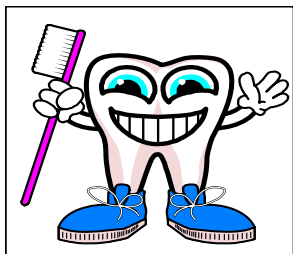
Active Duty Service Members pay nothing for approved health care delivered by authorized civilian providers. For primary care, no authorization is required when you obtain care from your PCM. For specialty care, your PCM or your doctor must make the referral, and you must have an authorization from the health care finder (HCF). This includes hospitalization, ambulatory surgery, and other visits to specialists.

There may be circumstances in which the provider will not file a claim on your behalf. In these instances, you will be reimbursed for any costs you incur for authorized health care.

#### Tricare for Family members:

Tricare is a regionally managed health care program for active duty and retired members of the uniformed services, their families, and survivors. Tricare brings together the health care and resources of the Army, Navy, and Air Force. It also supplements them with networks of civilian health care professionals to provide better access and high quality service while maintaining the capability to support military operations.

The Triwest toll free number is 1-888-874-9378 or [www.triwest.com](http://www.triwest.com) for additional information.  
The TRICARE officer is staffed by Health Care Finders and Beneficiary Representatives who can answer any questions about Tricare.



#### Dental Care: Family Members – United Concordia

United Concordia is the participating company offering coverage. The toll free number to United Concordia is 1-800-866-8499 8am to 8pm EST, Monday – Friday. The web site is [www.tricaredentalprogram.com](http://www.tricaredentalprogram.com).

Active duty dental care for those that are stationed 50 miles outside of a MTF dental, must coordinate their care with the Bn HBA or **Military Management Support office (MMSO)** before they seek dental care. If you have question, contact MMSO at 1-888-647-6676.

## Mail Order Pharmacy:

Tricare Standard and Tricare Prime Remote beneficiaries may use the mail order pharmacy as an alternative to taking prescriptions to a walk in pharmacy. For more information about TRICARE, zip codes and eligibility you may call TRICARE at 1-866-363-8667, or visit [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE), for more information on how to use this service.

## EFMP:

The Exceptional Family Member Program (EFMP) is a mandatory enrollment program that works with other military and civilian agencies to provide comprehensive and coordinated medical, educational, housing, community support, and personal services to families with special needs.

Soldiers on active duty enroll in the program when they have a family member with a medical, physical, emotional, developmental, or intellectual disability requiring specialized services. Being enrolled in EFMP will ensure that the needs can be considered in the military assignment process.

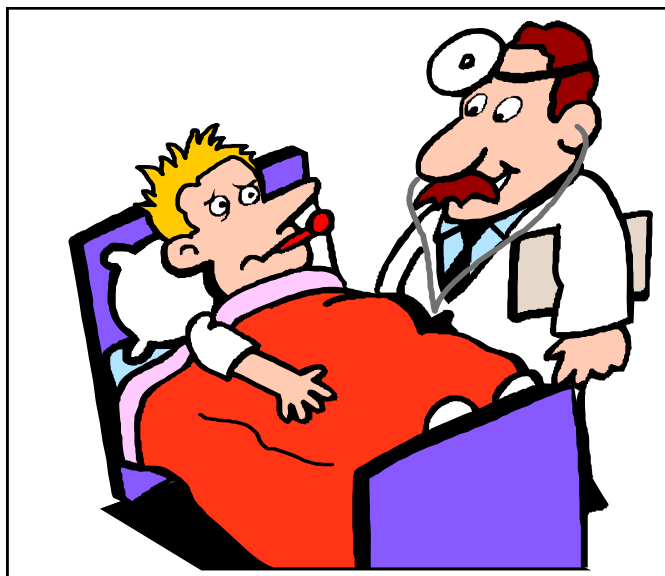
For more information about EFMP and enrollment please call Madigan Army Hospital at 1 (253) 968-0255.

## DEERS:

The Defense Enrollment Eligibility Reporting System is a computerized information service linked by an extensive voice and data communications network to Uniformed Services Installations. DEERS is used to verify and confirm the eligibility for those individuals receiving Uniformed Services Benefits. The system has many other uses as well, such as ID card issuance, locating master medical and dental records, and providing population information used to forecast constructions and benefit programs. This information helps allocate resources for building and staffing your schools, hospitals and commissaries, while also providing the means by which individuals are granted access to these facilities. For questions concerning DEERS enrollment, call the **DEERS beneficiary Telephone Center: 1-800-334-4162. It's very important that you change your address.**

## Health Benefits Advisor:

The HBA for Sacramento Recruiting Bn, Is Ms. Vicky Cameron-Barney. I can be reached at 1-800-790-0963, #65, or 916-853-1358. I'm available to answer any questions you may have about health care for you and your family.





# Military Facilities - Important Phone Numbers:

Sacramento Bn is privileged to have several military medical facilities in our battalion's recruiting area. Below you will find a list of those medical facilities and general information numbers. **Bn 800-790-0963, #65.**

## Red Cross

**(877) 272-7337**

## Beale AFB

### Hospital

**530-634-4831**

Billeting

530-634-2953/2954/2595

Child care center...

530-634-4717

Youth Center

530-634-4953

Commissary

530-634-4760

Dental Clinic

530-634-2874

### Family Services

**530-634-2863**

### Housing...

**530-634-2795/92**

Legal assistance

530-634-2815

TMO Inbound property

530-634-2502

TMO outbound property

530-634-4321

## Travis AFB

Base Exchange

707-437-4633

Billeting

707-424-5000

Child care center

707-437-0341

Commissary

707-437-4004

### Dental Clinic

**707-423-7000**

Education Center

707-424-3444

### Family Support Center

**707-424-4349**

Housing Office

707-437-2726

### Hospital

**707-423-3000**

Information

707-424-5000

Legal Assistance

707-424-3251

Outdoor Recreation

707-424-5659

### Sharpe Family Housing

**(209) 982-2230**

### Family Advocacy

**(209) 982-2270**

## DLIFLC Presidio-Monterey

Information

831-242-5119

Housing

831-656-2321

### Medical

**831-242-5741**

## Moffett Field

Housing

650-564-9490

Childcare Center

650-940-1869

## Coast Guard Medical

2 ROCK Petaluma Center

707-765-7200

ISC Alameda

510-437-3581

# Family Programs:

## Soldier and Family Assistance Program Manager:

The Soldier and Family Assistance Program Manager (SFAPM) coordinates the services usually provided on installations by the Army Community Service (ACS) personnel. Services such as, Family Advocacy, relocation assistance, Standard installation topic exchange services (SITES), Family Readiness Group Volunteers and Army Family Team Building (AFTB) are all coordinated by our Bn. (SFAPM). Your SFAPM Vicky Spigner is also your HBA. Our SFAPM/HBA is the primary advisor to the Bn commander on matters pertaining to soldier and family assistance programs. Again you can reach Vicky Cameron-Barney at 1-800-790-0963\*65.

## Family Readiness Group (FRG) and Army Family Team Building:

Each of our companies has a Family Readiness Group (FRG) and Army Family Team Building (AFTB) Volunteer assigned to support you and your family. Please check with your CLT or station commander as to the name, and telephone number of the volunteer.

## Family Advocacy Program:

The Family Advocacy Program (FAP) was established to deal with the prevention, identification, reporting, investigation, and treatment of all child and spouse abuse. For more information concerning family violence or the Family Advocacy Program, contact your battalion Soldier and Family Assistance Program Manager, the FAP manager in your Bde or call the SFAPM branch at HQ, USAREC.

## Army Emergency Relief:

Army Emergency Relief (AER) is just that, a relief fund for Army families in times of need. There are several categories that qualify for assistance from AER. AER can assist an Army family in cases like non-receipt of pay, loss of funds, medical, dental or hospital expenses, funeral expenses, etc. If your family has an emergency the soldier or spouse should make his/her chain of command aware **immediately**. AER may very well be able to assist the family. Contact the local Red Cross or visit your local military installation for AER assistance.

## Chaplain Services

During your tour, 6<sup>th</sup> Brigades clergy will be an important resource to you and your family. Chaplains are members of the Army who serve God and their country. A chaplain can be a spiritual leader, an educator, a counselor, or a friend. The chaplain may give practical advice, offer encouragement, or help you find other sources of help in your local community. Contact your Soldier and Family Assistance Program manager for information on how to contact Clergy in your area. The Brigade Chaplain may be reached at (702) 639-2026.



## Family Oriented Events:

**In Sacramento Bn there are primarily three events that are family centered.**

1. Annual Training Conference (ATC). This is our year end awards banquet/conference. This is the only event where we all come together as a Bn. This is a semi-formal event that includes a dinner, awards, activities for the spouses and children, and training for the soldier.
2. Company Christmas Party. This is held sometime in December and focuses on the Family as a unit.
3. Organizational Day. This is a holiday that is recognized by holding events like BBQ's or picnics, again we try to focus on the family.



## **BOSS:**

### Better Opportunities for Single Soldiers

Developed from a successful Army program in Germany, the B.O.S.S. program is designed as a liaison for single soldiers to meet others in a social setting. Contact the Bn S1 section at (916) 638-0861, for additional information.

## **Army Family Team Building:**

Army Family Team Building (AFTB) is a readiness-training program for family members. This Department of the Army sponsored program has three purposes:

1. To improve overall readiness training of the force by teaching and promoting personal and family readiness through progressive and sequential education.
2. To assist America's Army in adapting to a changing world (draw-down, reduced resources, etc).
3. To respond to family issues in lessons learned (rear-detachment, standardized programs, false expectations, etc), from recent deployments.

AFTB plays a very important roll in USAREC. AFTB provides the initial orientation to new recruits and their family members as to what they can expect of the Army and what the Army expects from them. Briefings, which include information about entitlements, relocation, and coping skills for separation, are conducted after the soldier enlists and before the soldier departs for Initial Enlistment Training.

As well as training the future soldiers and families of the Army, AFTB also presents these classes to family members of the command. Now USAREC has AFTB master Trainers in each brigade who can share their skills with instructor candidates in each battalion and headquarters. USAREC volunteers also add programs of instruction to equip USAREC family members with the skills they will need to cope with a tour of recruiting.



## Resources:

The following is a list of INTERNET sites that may be of some assistance to you and your family.

### Recruiting:

United States Army Recruiting Command  
USAREC Spouses Information Site

[WWW.USAREC.ARMY.MIL](http://WWW.USAREC.ARMY.MIL)  
[WWW.USAREC.ARMY.MIL/MSIS](http://WWW.USAREC.ARMY.MIL/MSIS)

### Medical and Dental:

TRICARE  
United Concordia

[WWW.MYTRICARE.COM](http://WWW.MYTRICARE.COM)  
[WWW.UCCI.COM](http://WWW.UCCI.COM)

### Others:

BAH RATES  
PAY CHARTS

[WWW.DTIC.MIL/PERDIEM/BAHFORM.HTML](http://WWW.DTIC.MIL/PERDIEM/BAHFORM.HTML)  
[WWW.PAY2000.DTIC.MIL/](http://WWW.PAY2000.DTIC.MIL/)

### Spouse Support:

SGT Moms  
Military Information

[WWW.SGTMOMS.COM](http://WWW.SGTMOMS.COM)  
[WWW.MILITARYINFO.COM](http://WWW.MILITARYINFO.COM)  
[WWW.MILITARY-NET.COM](http://WWW.MILITARY-NET.COM)

Army Family Liaison Office  
Army Family Team Building  
Military Spouse HQ  
Military Lifestyle

[WWW.MAINGATE.COM](http://WWW.MAINGATE.COM)  
[WWW.HQDA.ARMY.MIL/ACSIMWEB/FAMILY/FAMILY.HTM](http://WWW.HQDA.ARMY.MIL/ACSIMWEB/FAMILY/FAMILY.HTM)  
[WWW.DEFENSEWEB.COM/AFTB/HOME.ASP](http://WWW.DEFENSEWEB.COM/AFTB/HOME.ASP)  
[WWW.MSHQ.NET/](http://WWW.MSHQ.NET/)  
[WWW.MILITARYLIFESTYLE.COM](http://WWW.MILITARYLIFESTYLE.COM)

Life Works  
Military Husbands  
Army Wives  
Military Moves

[WWW.LIFEWORKS.COM](http://WWW.LIFEWORKS.COM)  
[WWW.MILITARYHUSBANDS.COM](http://WWW.MILITARYHUSBANDS.COM)  
[WWW.ARMYWIVES.COM](http://WWW.ARMYWIVES.COM)  
[WWW.MOVEAGAIN.COM](http://WWW.MOVEAGAIN.COM)

AAFES  
Rental Information

[WWW.AAFES.COM](http://WWW.AAFES.COM)  
[WWW.RENT.NET](http://WWW.RENT.NET)

Military Teens  
Military Child  
Military Kids

[WWW.DTICAW.DTIC.MIL/MTOM/](http://WWW.DTICAW.DTIC.MIL/MTOM/)  
[HTTP://GROTON.K12.CT.US/WWW/MILCONF/LINKS1.HTM](http://HTTP://GROTON.K12.CT.US/WWW/MILCONF/LINKS1.HTM)  
[WWW.MILITARYKIDZ.COM](http://WWW.MILITARYKIDZ.COM)  
[WWW.MILITARYBRATS.COM/](http://WWW.MILITARYBRATS.COM/)

Making "Quarters" Home  
Stay At Home Military (Parenting)

[WWW.WEBPACK.NET/~RHARRIS/NANCY/DECO/DECO.HTM](http://WWW.WEBPACK.NET/~RHARRIS/NANCY/DECO/DECO.HTM)

[WWW.GEOCITIES.COM/HEARTLAND/POINTE/7781/SAHM\\_MILITARYINDEX.HTML](http://WWW.GEOCITIES.COM/HEARTLAND/POINTE/7781/SAHM_MILITARYINDEX.HTML)

**Acronyms:**

The following is a list of acronyms; some are unique to recruiting and may be helpful in deciphering your recruiter's lingo.

**AD**

Active Duty

**AGR**

Active Guard Reserve

**AMMED**

Army Medical Detachment

**ARC**

Army Recruiter Course

**AFTB**

Army Family Team Building

**ALPHA**

Applicant who scores a 50-99 on the ASVAB

**ARADS**

Army Recruiting and Accession Data System

**ASVAB**

Armed Services Vocational Aptitude Battery

**ATC**

Annual Training Conference

**BAH**

Basic Allowance for Housing

**BRAVO**

Applicant who scores 31- 49 on the ASVAB

**BLT**

Battalion Leadership Team

**CLT**

Company Leadership Team

**COI**

Center of Influence

**Combined Box**

Achieving mission for both reserve and active duty in same station.

# R E C R U I T I N G T A L K

## **Contract**

Applicant who enlists in the Active or Reserve Army

## **Detailed Recruiter**

A soldier who has been selected for recruiting duty, and will go back to his/ her primary MOS.

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## **DEP**

Delayed Entry Program: Applicant who has enlisted in the Active Duty or Reserve and ships with in 365 days of contract.

## **DEP LOSS**

DEP who for one reason or another does not ship to Basic Training.

## **FRG**

Family Readiness Group, usually maintained by Volunteers at a Company level in recruiting.

## **GC**

Guidance Counselor

## **GOV**

Government Owned Vehicle

## **HRAP**

Hometown Recruiter Assistance Program

## **HQ USAREC**

Headquarters, United States Army Recruiting Command

## **Lead**

Potential prospect for the Army

## **LSC**

Large Station Commander

## **MEPS**

Military Entrance Processing Station

## **MOS**

Military Occupational Specialty

## **OPSC**

On Production Station Commander; usually a small station.

## **Prospecting**

Recruiting process that involves finding a potential enlistee

## **PMS**

Production Management System

## **P1**

# RECRUITING TALK

Telephone Prospecting

## **P2**

Referrals, from DEPS

## **P3**

Face to Face prospecting

## **22**

## **REA**

Recruiter Expense Allowance; Money claimed for reimbursement, for paying for lunches, snacks, for applicants and DEPS, tolls, and parking.

## **REQUEST**

Recruit Quota System

## **RS**

Recruiting Station

## **RSM**

Recruit Ship Month

## **SC**

Station Commander

## **SDAP**

Special Duty Assignment Pay

## **SFAPM**

Soldier and Family Assistance Program Manager

## **Shipper**

A DEP who is shipping to basic training

## **TDY**

Temporary Duty

## **USAR**

United States Army Reserve

## **USAREC**

United States Army Recruiting Command

## **Waiver**

Exception to policy, Medical or Moral

## **NOTES:**



## **Tips for Supporting the Recruiting Mission and Your Recruiter**

- ♥ If you have time, try and find out exactly what it is that your spouse has to do to make mission.
- ♥ Learn the recruiting language; that way your spouse can talk to you about his/her day with out having to translate.
- ♥ Participate in Army functions, DEP functions, and Station functions.
- ♥ Be willing to talk to the spouses, fiancés, and parents of new recruits about the positive part of being in the Army or married to a soldier.
- ♥ When you are asked for ID present your Military ID; this is a great way to catch the interest those who do not know about the Army. Do a little recruiting of your own.
- ♥ Keep your recruiter's business card with you, that way if someone notices that Military ID and asks you are prepared.
- ♥ Wear an ARMY T-shirt.
- ♥ Fly the U.S. Army Flag outside your home.
- ♥ Talk with your spouse, ask questions, and get involved in your recruiter's world. Get to know a little about the business.

## **Finding Support**

- ♥ Your Company Family Readiness Group (FRG)
- ♥ If there is not an active FRG or a leader, why not volunteer to help out.
- ♥ Got to as many FRG and Command sponsored functions as you can.
- ♥ Get to know other families (even from other services) who are on recruiting duty.
- ♥ Talk with other spouses from your station, they are experiencing the same or similar situation as you and most likely will understand better than family or a civilian friend.
- ♥ Volunteer in your community or school organizations.
- ♥ Locate the nearest military installation Family Readiness Center.
- ♥ Contact the nearest FRG leader in your Company or the Bn:

## **Tips for Resource Referral**

- ♦ Contact your Family Readiness Group Leader. Your FRG leader's number is available from any station commander.
- ♦ If your company does not have a FRG leader, you can offer to start a FRG. Just call your Company Commander.
- ♦ Contact your local Chamber of Commerce.

- ◆ Use the internet (at home or in a local library) to find the USAREC home page for some great links to helpful resources. [www.usarec.army.mil](http://www.usarec.army.mil)
- ◆ Contact your Battalion Soldier and Family Assistance Program Manager at 1-800-790-0963-6-5

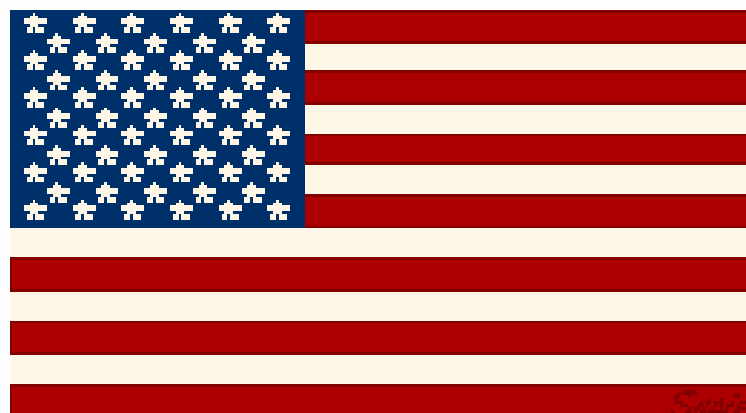
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## **Tips For Parents**

- ◆ Explain to your children what your recruiter's job entails, why the hours are so long, and why the job is so very important.
- ◆ On Sundays have your recruiter read and record a few chapters of your child(ren)'s favorite book for the child to play back when the recruiter can not make it home for bed time.
- ◆ Reserve time once a week as family time. Even if it is only for an hour or two, and let very little interfere with spending time with your child(ren).
- ◆ Make a calendar and color the day that is reserved for family day.
- ◆ Get a message board or dry erase board where the child(ren) can leave messages for your recruiter. Your recruiter can also use this as a message board to leave responses to the child(ren).
- ◆ Contribute to the Kids Corner or start one for your Company newsletter.
- ◆ Take pictures or video of events that your recruiter had to miss.
- ◆ Contact your local chamber of commerce to find out about events and activities for children.
- ◆ Check out Base, community, and church children's activities.
- ◆ Take the child(ren) to the office during a slow time so they can see where mom or dad goes every day.
- ◆ Start or get involved in a local play group.
- ◆ Occasionally allow your child(ren) to stay up late to see your recruiter.
- ◆ If you can occasionally fit it in your schedule, why not fix dinner, pack it as a picnic (with the kids) and have a quick meal in the office.



**This Welcome Guide is dedicated to the Soldiers, Families and Civilian Employees  
of the Sacramento Recruiting Battalion.**



*God Bless those who serve our country  
\*\*\* Past, present and future! \*\*\**